



DEPOSITORY DOCUMENT

# COMAP REPORT

*The Governor's Commission on Management and Productivity*

May 24, 1996

## COMAP Legislation Passes!

For a second straight year, COMAP's positive recommendations and strong legislative action equal improved government. During the 1996 legislative session, the **COMMISSION ON MANAGEMENT AND PRODUCTIVITY** worked with the Missouri General Assembly to pass two bills that make state government more efficient and effective.

"COMAP's legislative recommendations make sense," stated Lieutenant Governor Roger Wilson. "Changes in the state's personnel and employee benefit systems help us retain and hire the best possible workers. These improvements will result in a better prepared workforce serving our customers, the citizens of Missouri."

***The two pieces of legislation submitted and passed this session are:***

**House Bill 1208**, sponsored by Representative Backer, was truly agreed and finally passed on April 23 with votes of 34-0 in the Senate and 147-1 in the House. The bill was sponsored in the Senate by Senators Johnson and Russell. This legislation authorizes the Commissioner of Administration to establish and maintain a flexible benefit plan for state employees. Such a plan will permit employees to select certain specified employee benefit options based on an amount appropriated for each employee and cost of each benefit.

**House Bill 1146**, sponsored by Representative Backer, was truly agreed and finally passed on May 8 with votes of 32-0 in the Senate and 150-2 in the House. The legislation was sponsored in the Senate by Senators Goode and Rohrbach. This legislation increases the flexibility and opportunity in the selection process, simplifies the classification process, streamlines certain types of appointments, and improves the Personnel Advisory Board functions.

### Automation

#### ***Office of Information Technology***

The Office of Information Technology has led the Information Technology Planning Board in the development of a strategic plan. The plan has established priorities for information technology activities for state agencies, and they are working together to execute the plan. Full

text is available on Internet, on the World Wide Web at <http://www.state.mo.us/oit/oit.htm>.

#### ***Data Center Consolidation***

A tentative implementation schedule for data center consolidation has been developed and is now being reviewed to ensure its viability. The first draft of the consolidation implementation report is complete. The final report is due by June 7, 1996. A Financial Issues Committee is working to finalize a cost allocation plan, one

time consolidation cost determination, and other financial issues. A Technical Committee is working on consolidated center staffing levels and responsibility assessment. A Security Committee is working to develop security procedures that will govern the new consolidated center. The Steering Committee is meeting to resolve personnel issues and data center management issues. Committee work is expected to carry over into August, 1996, prior to actual consolidation tasks beginning.

#### **Data Network Consolidation**

A bid for a consultant to plan and design a network for state government operations will be issued in the next 30 days.

### **Efficient Operations**

#### **Merit System Improvements**

The legislation to improve the merit system was truly agreed and finally passed on May 8. Administrative rule changes to implement the legislation have been drafted. The merit system changes will take effect on August 28, 1996.

#### **Consolidations**

A bid to consolidate warehousing operations for common items has been drafted. The bid will be issued in June to solicit costs for comparison to current operations. The Office of Administration and Economic Development are in the process of consolidating their mail rooms in the Truman Building. Economic Development has completed the consolidation of the mail rooms within their department.

#### **Council on Efficient Operations**

A Council on Efficient Operations has been created to identify, select and pursue consolidation, privatization, effectiveness and efficiency improvement opportunities in state government functions and processes. The first organizational meeting was held via teleconference on May 7. Progress will be formally reported to the Governor on September 30, 1996. The members that have been appointed by the Governor to the Council are:

Lieutenant Governor (chair)	Roger Wilson
Executive Department - Office of Administration	Dick Hanson
Executive Department - Natural Resources	LaVerne Brondel
Executive Department - Economic Development	Quentin Wilson
Executive Department - Labor & Industrial Relations	Chris Kelly
Executive Department - Social Services	Chris Rackers
Executive Department - Highway & Transportation	Clifton Jett
Executive Department - Mental Health	Benton Goon
Executive Department - Corrections	Brian Goeke
Private Industry - AT&T	Jim Clay
Private Industry - Hertell Enterprises, Inc.	Jeff Hertell
Governor's Staff	Mike Hartmann
House of Representatives (Democrat)	Rep. Steve Stoll
House of Representatives (Republican)	Rep. Connie Murray
Senate (Republican)	Sen. John Russell
Senate (Democrat)	Sen. Ed Quick
Other Governor Appointment - Labor & Industrial Relations	Sandra Moore
Other Governor Appointment	Al Nilges

#### **Procurement**

The changes to the purchasing law that went into effect on August 28, 1995, have resulted in the award of better contracts and the ability to do better contract administration. This, together with the ability to use all accepted procurement methods for governmental entities, has resulted in savings to the state.

### **Fiscal Policy**

#### **Statewide Safety Program**

Occu-Tech, the company selected to develop a written safety and loss control program for the state, has toured state facilities, assessed the current situation, and drafted a statewide safety policy for state agencies. Once the statewide policy has been reviewed and approved by the

safety committee, safety goals for each department will be developed.

### ***Financing Policy***

The Financing Policy Committee is in the process of writing a bid for the development of a debt and finance policy.

## **Management Improvement and Customer Service**

### ***Service Improvement Process***

The Excellence in Customer Service Oversight Committee has developed an implementation plan for the customer focus effort with state agencies. Four agencies and associated projects have been selected for the initial improvement process: Mental Health and their Central Office interactions, Corrections and their Victims Feedback process, Revenue and their Traffic Violations system, and Economic Development (multi-agency project) and the One Stop Career Centers. Training will be held the end of May for participants, with these processes reviewed and improved by the end of September.

### ***Performance Management***

The performance management policy was approved by the Oversight Committee on February 5, 1996. The State Training Advisory Council is developing a training program for implementation of the policy. Training for pilot sections within each department begins in January of 1997.

### ***Reward and Recognition***

The State Personnel Managers group has developed draft guidelines for implementation of departmental reward and recognition programs. Once the guidelines have been approved by the Oversight Committee, departments will individualize their programs.

## **Organizational Planning**

### ***Strategic Planning***

A final draft of the issues of statewide significance and their corresponding goals are

being reviewed by department directors and the Governor's Office. All departments will submit their completed strategic plans to the Governor by August 1, 1996. A plan for integrating strategic planning with the budgeting process has been developed, and the budget forms have been finalized. The state strategic planning model and guidelines can be found on Internet using the World Wide Web at address: <http://www.state.mo.us/comap/splan/splan.htm>.

## **Workforce**

### ***Total Compensation Policy***

The Total Compensation Task Force has standing subcommittees to review alternatives and make recommendations on pay issues and benefits. The budget that has been approved by the legislature reflects the midpoint-based salary proposal.

### ***Flexible Benefits***

The legislation allowing the Office of Administration to establish and maintain a flexible benefit plan for employees was truly agreed and finally passed on April 23. This plan will permit employees to select certain specified employee benefit options based on an amount appropriated for each employee and the cost of each benefit. The detail plan must be submitted to the General Assembly for approval.

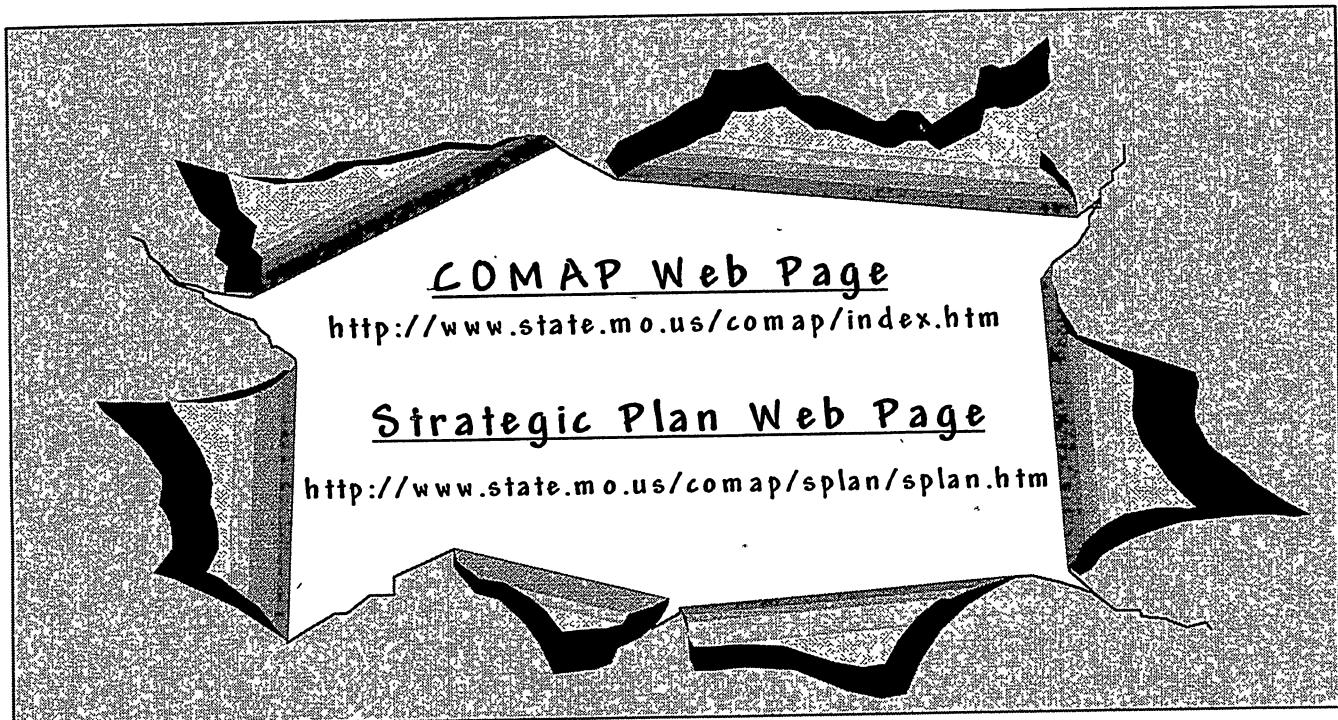
An "Employee Benefits Survey" was sent out to state employees to help determine what benefits were most valued. There was a 41% response rate to the surveys. Survey results indicate that pay, medical plan and retirement plan are ranked the top three priorities to the state employees that responded.

### ***Diversity***

Bids are being accepted for the statewide diversity training until May 28. A contractor will be selected by July 1. The State EEO Officer has been added to the Personnel Advisory Board with legislation effective on August 28.

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TO:



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